

USER MANUAL

 **FRED.MOBILITY**

 **FRED.NUHQ**

Datalogic Memor™
FRED NUHQ MOBILITY

August 2013

FRED

| | |
|-----------------------|--|
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SECTION 1

NUHQ MOBILITY HANDHELD SCANNER

NUHQ Mobility Overview

Fred Mobility is a wireless laser terminal that communicates directly with your computer from wherever you are. Any tasks that you perform at the shelf face go directly into your point of sale system — fast and accurately, every time.

NUHQ Mobility allows existing stores to purchase and use Mobility devices with NUHQ as a back office application.

MAIN FEATURES

Logging into Fred Mobility

To log into Fred Mobility:

1. Press **[F2]** to open Fred Mobility.
The Login menu is displayed.
2. Select your user name from the **User Name** drop-down.



NOTE: There is *no default user* for NUHQ Mobility.

The user name selected on the device is added to history records to allow actions to be easily audited.

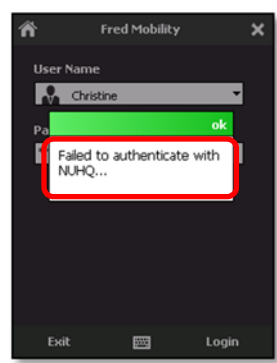


TIP: To exclude users from this list, go to the **Store Operation Manager** menu, and select **Cashiers**. Prefix user names to be excluded with "zz".

3. Enter your password.

Fred Mobility accepts *blank* passwords if the cashier has been set up without a password in Store Operations or Fred POS. If the

password is incorrect or missing, Fred Mobility displays an error message.



NOTE: After a short period of inactivity (usually 5 mins), the screen locks and returns to the login screen.

Logging out of Fred Mobility

The easiest way to logout of Fred Mobility is by using the **[Esc]** key on the device or tapping the **[Back]** button from any screen you are in until you return to the Fred Mobility main screen.

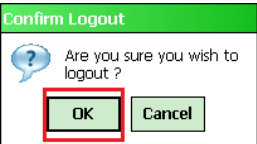
To logout of your Fred Mobility device:

- 1. Navigate to Fred Mobility main options screen, and then tap **[Logout]**.



Fred Mobility displays a confirmation message.

- 4. Tap **[OK]** to confirm logout.



- 5. Return your Fred Mobility device to the charger.

Scanning items

The Fred Mobility device captures a picture of the entire bar code.

To scan items using the handheld scanner:

- 1. Point the Fred Mobility device to the barcode of the product approximately 10cm from the barcode.



- 2. Point the red laser on the barcode and then press + hold the Fred Mobility **SCAN** button.
- 3. Once you hear a beep, release the **SCAN** button.

Using the Stylus

The stylus selects items and enters information. The stylus functions like a mouse.

| Tap | Function |
|--------------|---|
| Tap | Touch the screen once with the stylus to open items and select. |
| Double Tap | Touch the screen twice with the stylus to open items and select options. |
| Drag | Hold the stylus on the screen and drag across the screen to select text and images. Drag in a list to select multiple items. |
| Tap-and-hold | Tap and hold the stylus on an item to see a list of actions available for that item. On the pop-up menu that appears, tap the action you want to perform. |

TABLE 1: STYLUS FUNCTIONS

Fred Mobility Main Options

Once you log into Fred Mobility using your Store Operations or Fred POS username and password, the **Main Options** screen appears.

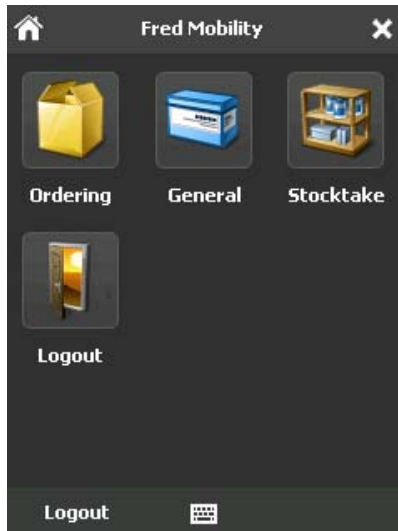


FIGURE 1: FRED MOBILITY OPTIONS ON THE MAIN SCREEN

| OPTION | DESCRIPTION | PAGE |
|-----------|--|------|
| Ordering | Allows you to create, edit and receive orders. | 5 |
| General | Allows you to configure various stock card options, update item information and print labels. | 11 |
| Stocktake | Allows you to perform Rolling Stocktakes or Batch Stocktakes. | 20 |
| Logout | Logs the current user out of Fred Mobility. Once you have logged out return the device to the charger. | 2 |

TABLE 2: FRED MOBILITY OPTIONS QUICK REFERENCE TABLE

Numeric keypad function keys

The section below outlines the most important function keys to become familiar with in order to effectively use your new Fred Mobility Device. The keypad is located on the front of the device below the screen. The numeric keypad appears as shown below including a list of functions of main keys.

NUMERIC KEYPAD




FIGURE 2: NUMERIC KEYPAD






| Label | Button(s) | Function |
|-------|---|--|
| A. |  | Log out of the current screen; Turn device on or turn device off. |
| B. |  | Move forwards, backwards, upwards or downwards, scroll through a Menu list, browse among folder files or select functions if pressed down. |
| C. |  | Scan barcode data capture. |
| D. | Decimal point key | Add a decimal point when entering values. Use also as a full stop when entering comments and text. |
| E. | [ENTER] | Confirm an action. |
| F. |  | Alternate numeric and alphanumeric use of the 10 numeric keys. |
| G. |  | Yellow modifier: Press before a standard key to enable the character or function printed in yellow above the key. |
| H. | [BKSP] | Delete a single character entered. |

TABLE 3: MAIN NUMERIC KEYPAD FUNCTION KEYS ON THE FRED MOBILITY DEVICE

SECTION 2

ORDERING

WORKING WITH ORDERS

Ordering allows you to receive orders, create new orders, and edit existing orders that are still open. You can also check and update the stock on hand before ordering items.

Creating New Orders

To create new orders:

1. Login to Fred Mobility using your Fred POS username and password.

The Fred Mobility main screen appears.

2. Tap **[Ordering]**.

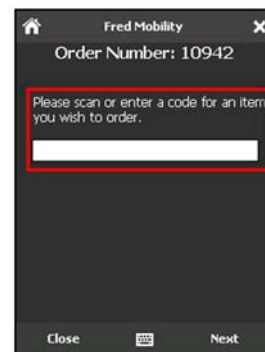


The Orders screen appears.

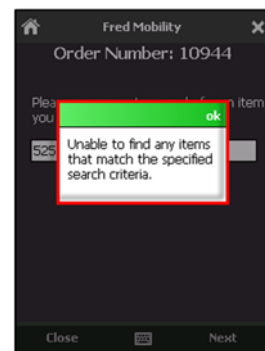
3. Tap **[New]**.



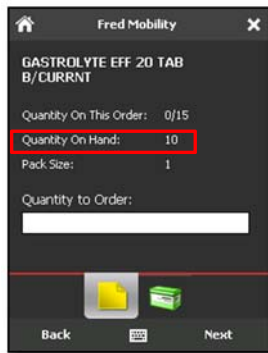
4. In the **Search** screen, scan the item or enter a code to search for an item you wish to order.



- If the code scanned or input is not found in the database, Fred Mobility displays an Error message.




- If the code is found, the **Orders** screen displays basic ordering information about the item.



Before ordering, you can also update the **Quantity on Hand**.

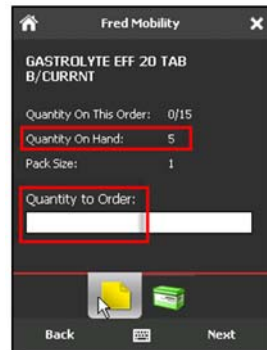


NOTE: The second value in **Quantity on This Order** represents the *quantity on order in ALL orders*.

5. Tap  to open the **Quantity on Hand** screen.



6. Enter the **New Quantity on Hand** and tap **[Update]** (or press the **[ENTER]** key on your Fred Mobility device) to update the **Quantity on Hand** and return to the **Quantity to Order** screen.



NOTE: The **Quantity on Hand** has been updated. If you close the **Quantity on Hand** screen without updating, the value is discarded.

7. Enter the **Quantity to Order** and press the **[ENTER]** key on your Fred Mobility device.

A new line is saved your new Order.

8. Repeat the process for all items to be added to the new Order.
9. Once complete logout of Fred Mobility and return your device to the charger.



NOTE: If you scan or input a code that is *already on the order*, the screen displays the **Quantity on This Order**. When you input a **Quantity to Order**, the system *overrides the previous Quantity on this Order*. It does not append it to the existing

Editing Existing Orders

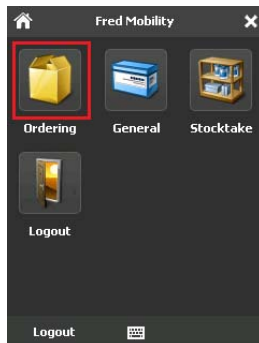
The **Edit** function allows users to modify **Orders** with an **Open status**.

To edit existing orders:

1. Login to Fred Mobility using your Fred POS username and password.

The **Fred Mobility** main screen appears.

10. Tap **[Ordering]**.



The **Orders** screen appears.

11. Tap **[Edit]**.

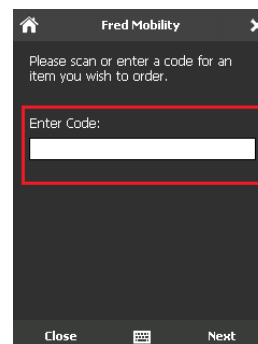


Fred Mobility displays the **most recent ten open orders**.

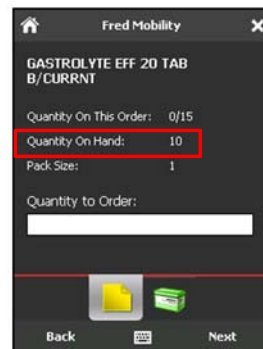
12. Scroll to locate the required order and tap **[Edit]**.




13. In the **Search** screen, scan the item or enter a code for an item you wish to order or adjust.



- If the code already exists in this order, Fred Mobility displays basic ordering information about the item.

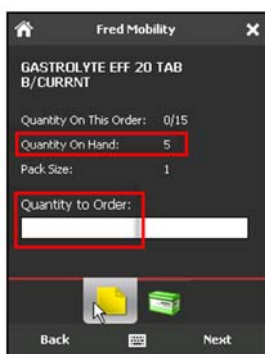


Before ordering, you can also update the **Quantity on Hand**.

14. Tap  to open the **Quantity on Hand** screen.



15. Enter the **New Quantity on Hand** and tap **[Update]** (or press the **[ENTER]** key on your Fred Mobility device) to update the **Quantity on Hand** and return to the **Quantity to Order** screen.



NOTE: The **Quantity on Hand** has been updated. If you close the **Quantity on Hand** screen without updating, the value is discarded.

16. Enter the quantity to add to the order and press the **[ENTER]** key on your Fred Mobility device.
 - If you input a zero **Quantity to Order**, the line is removed from this order.
 - If the code is new to this order, the **Quantity on This Order** is displayed as zero (as it was not on the original order).
17. Repeat the process for all items to be added to the order.
18. Once complete logout of Fred Mobility and return your device to the charger.
19. To complete your order, log into Fred NUHQ.

Receiving an order

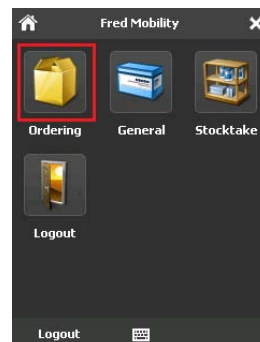
This section describes how to receive Orders from suppliers or from other stores.

To receive orders:

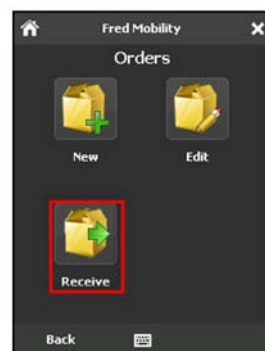
1. Login to Fred Mobility using your Fred POS username and password.

The **Fred Mobility** main screen appears.

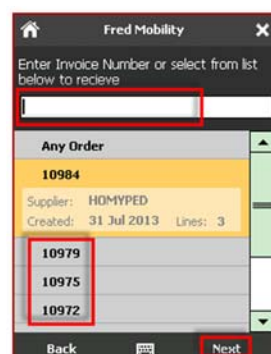
20. Tap **[Ordering]**.



21. Tap **[Receive]**.



22. In the **Receive** screen, do one of the following:

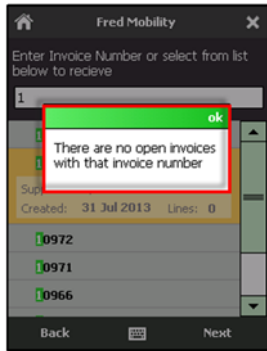


- Enter the invoice number.

-OR-

- Select from the list of displayed invoices and press the **[ENTER]** key on your Fred Mobility device.

If no matching invoice number is found, Fred Mobility displays an Error message.



If a matching invoice number is found or selected in the **Receive** screen, Fred Mobility displays basic information about the selected invoice.

23. In the **Search** screen, scan the item you wish to receive or enter a code, then tap **[Next]**.



24. Do one of the following:

- To receive items *individually*, scan each product barcode.



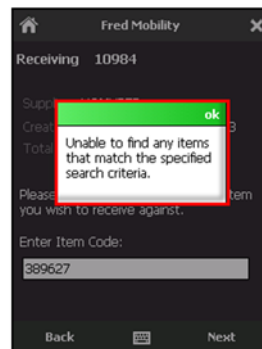
Fred Mobility automatically receives “1” and displays another **Search** screen.

-OR-

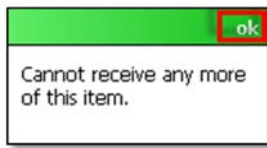
- To receive *multiples of an items* scan the next product barcode and enter the quantity to receive. Press the **[ENTER]** key on your Fred Mobility device.

NOTE: The quantity entered reduces the **Quantity Outstanding** figure — it does not overwrite. If an error is made and too many items received, log in to Fred NUHQ and manually adjust the quantity received (this cannot be done in Fred Mobility).

- If an Item Code cannot be found, Fred Mobility displays an Error message.



- If the number of scans or the quantity entered in exceeds the quantity on the order, Fred Mobility displays a Warning message.



25. Continue scanning items until all items are received.

Once all items have been received Fred Mobility displays an information message.



26. To finish, tap **[OK]** then logout of Fred Mobility.

You may also close the order by logging into Fred NUHQ.

SECTION 3

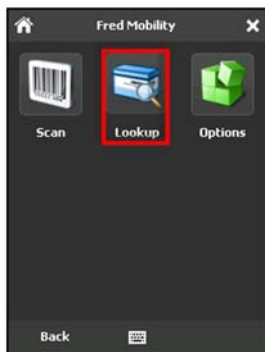
GENERAL OPTIONS

SEARCH AND LOOKUP

The **Lookup** option in the **General** screen allows you to search for items by Code and view their properties. These properties are read-only and cannot be edited.

To search an item:

1. Tap **[Lookup]**.



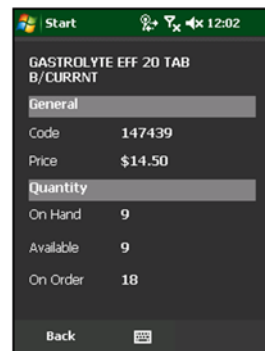
The **Item Search** screen is displayed.

2. Enter or scan the **Code** of the item you wish to lookup.



NOTE: Items can be searched by **Code** or **Alias**.

- If the search retrieves a single item for the search criteria, the **Item Lookup** screen displays basic information about the item.



- If the search retrieves *more than one match* for the search criteria, Fred Mobility displays a list of all matching results.



3. Select one item from the list to display **Item Lookup** screen.
4. Tap **[Back]** to return to the **Search** screen.



NOTE: Click **[Back]** to return to the **General** screen.

GENERAL OPTIONS CONFIGURATION

Options allows you to select which items properties you want to edit when scanning. Scan allows you to view and edit the following properties:

- Item Cost
- Item Price
- GST Status
- Alias
- Quantity on Hand
- Quantity Committed
- Quantity Available
- Restock Level
- Reorder Point
- Print Labels

To configure General options:

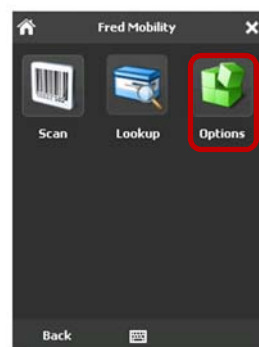
1. Login to Fred Mobility using your Fred POS username and password.

The Fred Mobility main screen appears.

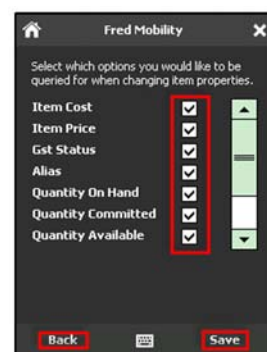
5. Tap **[General]**.



6. Tap **[Options]** to open the scanning **Options** screen.



7. Select the required prompt options.



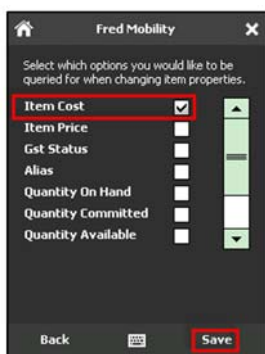
8. Tap **[Save]** for changes to take effect.

These options are saved in Fred Mobility as system settings and set for all devices used in the store.

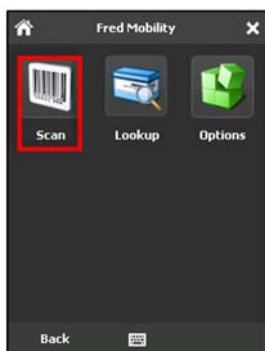
Changing Item Cost

To update the cost of an Item:

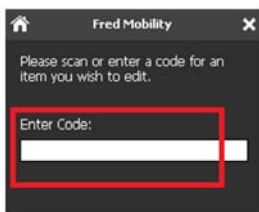
1. Ensure that **Item Cost** is selected in the **[Options]** menu.



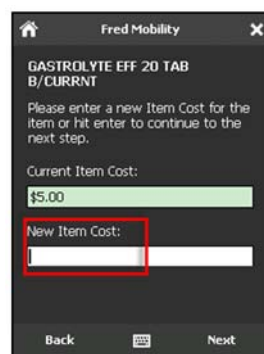
2. To finish tap **[Save]**.
3. Tap **[Scan]**.



4. In the **Search** screen, scan the item or enter a code for an item you wish to scan.



5. Enter the **New Item Price** and press the **[ENTER]** key on your Fred Mobility device.



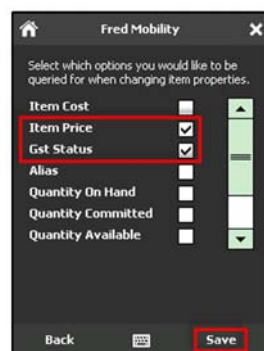
NOTE: If no figure is entered, the **Current Item Cost** is maintained.

6. Tap **[Next]** and repeat the process for all items to be updated.
7. Once complete logout of Fred Mobility and return your device to the charger.

Changing Retail Prices

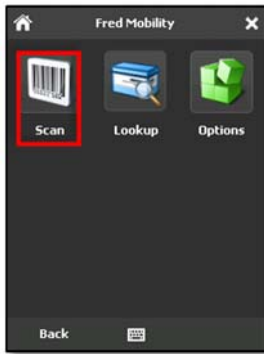
To update the price of an Item:

1. Ensure that **Item Price** is selected in the **[Options]** menu.
2. You may want to update the **GST Status** of this item at the same time.



3. To finish, tap **[Save]**.

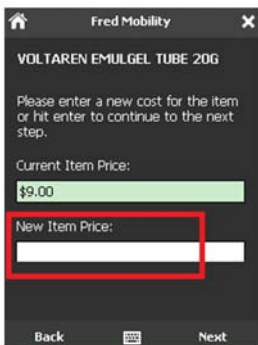
4. Tap **[Scan]**.



5. In the **Search** screen, scan the item or enter a code for an item you wish to scan.



6. Enter the **New Item Price** and press the **[ENTER]** key on your Fred Mobility device.



NOTE: If no figure is entered, the **Current Item Price** is maintained.

7. Tap **[Next]** to display the next screen. If **GST Status** was selected in the **Options** screen, Fred Mobility displays the **GST Status** screen.

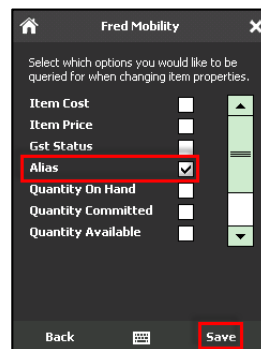


8. Select the appropriate **Item GST Type** from the drop-down list.
9. Tap **[Next]** and repeat the process for all items to be updated.
10. Once complete logout of Fred Mobility and return your device to the charger.

Creating Alias

To create a new **Alias** for an item:

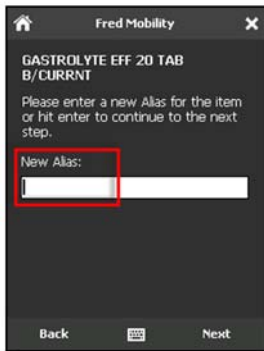
1. Ensure that **Alias** is selected in the **[Options]** menu.



2. To finish, tap **[Save]**.
3. Tap **[Scan]**.
4. In the **Search** screen, scan the item or enter a code for an item you wish to scan.



5. Enter a new **Alias** for the item.



If the **Alias** already exists, NUHQ Mobility displays an **Error** message.



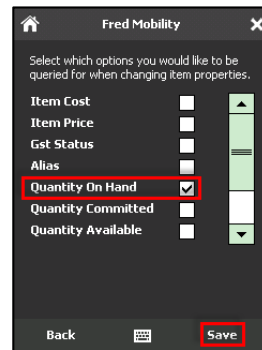
6. Click **[OK]** to close the message and return to the Alias screen.
7. Enter a new **Alias** for the item.
8. Tap **[Next]** and repeat the process for all items to be updated.
9. Once complete logout of Fred Mobility and return your device to the charger.

Updating Quantity on Hand

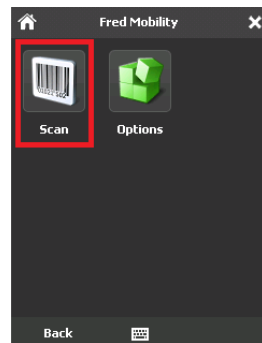
Quantity on Hand refers to **all** stock of an item, including **committed quantities**.

To update **Quantity on Hand**:

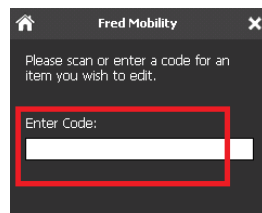
1. Ensure that **Quantity on Hand** is selected in the **[Options]** menu. [change screenshot to show only one ticked option]



2. To finish, tap **[Save]**.
3. Tap **[Scan]**.



4. Scan the item or enter a code for an item you wish to scan.



5. Enter the **New Quantity on Hand** and then press **[ENTER]** on your Fred Mobility device.

Fred Mobility

VOLTAREN EMULGEL TUBE 20G

Please enter a new Quantity On Hand for the item or hit enter to continue to the next step.

Current Quantity On Hand:

24

New Quantity On Hand:

Back Finish

NOTE: The figure entered overwrites the **Current Quantity On Hand**. If no figure is entered, the **Current Quantity On Hand** will be maintained.

6. Repeat the process for all items to be updated.
7. Once complete logout of Fred Mobility and return your device to the charger.

Updating Committed Quantities

Quantity Committed refers to stock that has been reserved. It is not counted in the **Quantity Available** tally.

To update **Committed Quantities**:

1. Ensure that **Quantity Committed** is selected in the **[Options]** menu.

Fred Mobility

Select which options you would like to be queried for when changing item properties.

Item Cost ☐

Item Price ☐

Gst Status ☐

Alias ☐

Quantity On Hand ☐

Quantity Committed ☒

Quantity Available ☐

Select a reason code to apply to movements made from Fred Mobility.

No Reason Code

Back Save

2. To finish, tap **[Save]**.

3. Tap **[Scan]**.

Fred Mobility

Scan Options

Back

4. In the **Search** screen, scan the item or enter a code for an item you wish to scan.

Fred Mobility

Please scan or enter a code for an item you wish to edit.

Enter Code:

Back

5. Enter the **New Committed Quantity** and then press the **[ENTER]** on your Fred Mobility device.

Fred Mobility

GASTROLYTE EFF 20 TAB B/CURRNT

Please enter a new Quantity Committed for the item or hit enter to continue to the next step.

Current Quantity Committed:

1

New Quantity Committed:

Back Next

NOTE: The quantity entered overwrites the **Current Quantity Committed**. If no figure is entered, the **Current Quantity Committed** will be maintained.

6. Tap **[Next]** to repeat the process for all items to be updated.
7. Once complete logout of Fred Mobility and return your device to the charger.

Updating Quantity Available

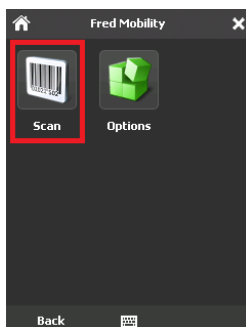
Stock on Hand tallies all stock, including committed quantities.

To update Quantity Available:

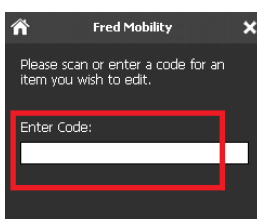
1. Ensure that **Quantity Available** is selected in the **[Options]** menu.



2. To finish, tap **[Save]**.
3. Tap **[Scan]**.



4. Scan the item or enter a code for an item you wish to scan.



5. Enter the **New Quantity Available** and then press **[ENTER]** on your Fred Mobility device.



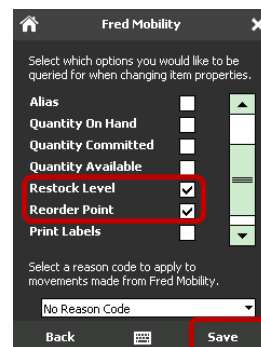
NOTE: The figure entered overwrites the **Current Quantity On Hand**. If no figure is entered, the **Current Quantity On Hand** will be maintained.

6. Repeat the process for all items to be updated.
7. Once complete logout of Fred Mobility and return your device to the charger.

Setting Restock and Reorder Points

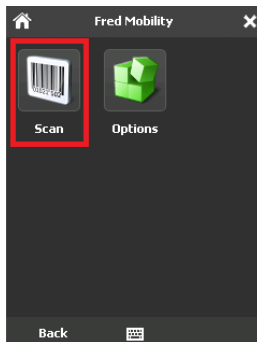
To set Restock and Reorder Points:

1. Ensure that **Restock Level** (and **Reorder Point**, if required) is selected in the **[Options]** menu.

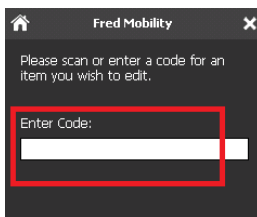


2. To finish, tap **[Save]**.

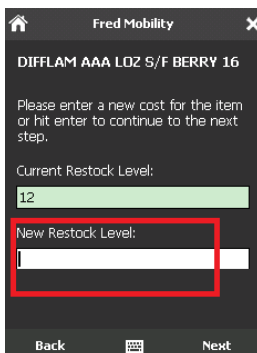
3. Tap **[Scan]**.



4. In the **Search** screen, scan the item or enter a code for an item you wish to scan.

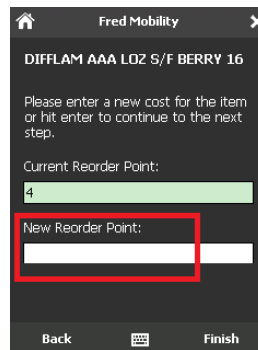


5. Enter the **New Restock Level** and then press **[Next]** on your Fred Mobility device.



NOTE: The figure entered will overwrite the **Current Restock Level**. If no figure is entered, the **Current Restock Level** will be maintained.

6. Enter the **New Reorder Point** and then press **[ENTER]** on your Fred Mobility device.



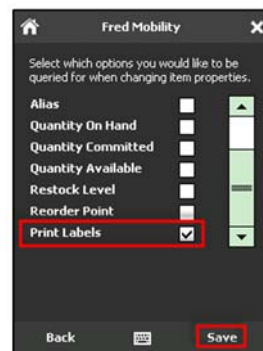
NOTE: The figure entered will overwrite the **Current Reorder Point**. If no figure is entered, the **Current Reorder Point** will be maintained.

7. Repeat the process for all items to be updated.
8. Once complete logout of Fred Mobility and return your device to the charger

Printing Labels

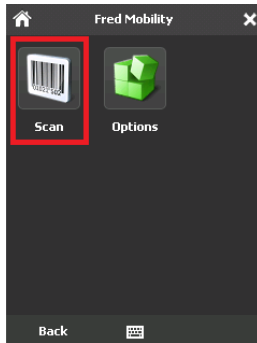
To print labels:

1. Ensure that **Print Labels** is selected in the **[Options]** menu. [change screenshot to show only one ticked option]

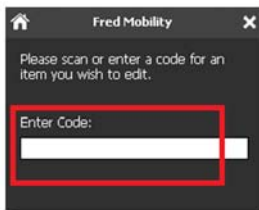


2. To finish, tap **[Save]**.

3. Tap **[Scan]**.



4. In the **Search** screen, scan the item or enter a code for an item you wish to scan.



5. Enter the **Number of Labels** you want to print for this item and then press the **[ENTER]** key on your Fred Mobility device.



6. Tap **[Finish]** to return to the **Search** screen and scan another item.
7. Repeat the process for all items you wish to print labels for.
8. Once complete logout of Fred Mobility and return your device to the charger.

SECTION 4

STOCKTAKING

STOCKTAKE OPTIONS

The **Stocktaking** option on your Fred Mobility device allows you to perform either a:

- **Rolling Stocktake** This option allows you to perform an ad-hoc stocktake. This feature is not recommended if you wish to perform Stocktake Reporting.
- **Batch Stocktake**. This option allows for detailed reporting. If you wish to perform Stocktake reporting after your stocktake, use the Batch stocktake feature as it provides the most detailed analysis and reporting via Fred NUHQ.

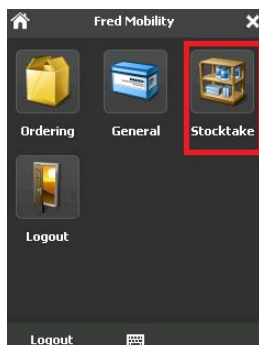
Using Rolling Stocktake

To use Rolling Stocktake:

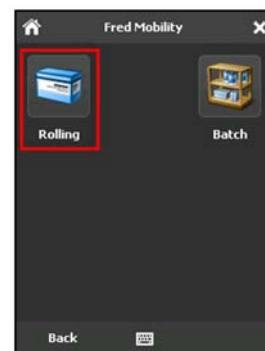
1. Login to Fred Mobility using your Fred POS username and password.

The Fred Mobility main screen appears.

9. Tap **[Stocktake]**.



10. Tap **[Rolling]**.

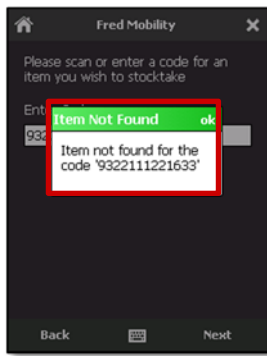


The **Item Search** screen is displayed.

11. Scan or enter an **Item Code** (or **Alias**).

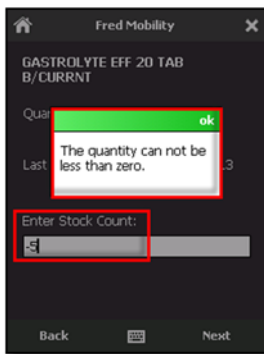


- If no suitable match is found, Fred Mobility displays an Error message.



- If a suitable match is found, the Item information at the last stocktake is displayed.
- If multiple items are found, Fred Mobility selects the first found item.

12. Enter a new **Stock Count**.



NOTE: **Stock Count** accepts decimal values. Negative values are not allowed. The new value **overwrites** the previous number.

13. Tap **[Next]** to update the **Stock Count** for the **Rolling** stocktake.
14. Repeat the process for all items to be updated.
15. Once complete logout of Fred Mobility and return your device to the charger.

Performing a Batch Stocktake

The **Batch Stocktake** feature is recommended if you wish to perform **Stocktake Reporting**. It provides the most detailed analysis and reporting via Fred NUHQ.



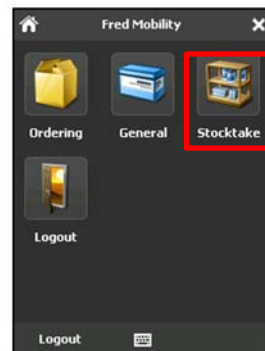
NOTE: The following procedure presumes you have already created the Batch within Store Operations Manager.

To perform a Batch Stocktake:

1. Login to Fred Mobility using your Store Operations or Fred POS username and password.

The Fred Mobility main screen appears.

2. Tap **[Stocktake]**.



3. In the **Stocktake** screen, tap **[Batch]**.



The **Stocktake Selection** menu displays a list stocktakes with an **Open** status.

4. Tap the drop-down menu and select the **Stocktake Batch** previously created in the Store Operations Manager.

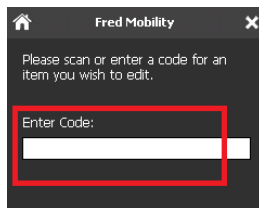


Each stockake entry is displayed with a tally of entries.

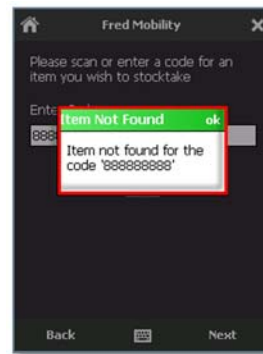
5. Once you have located the desired stocktake, tap **[Begin]**.

The **Search** screen is displayed.

6. In the Search screen, scan the item or enter a code for an item you wish to scan.



- If the Code cannot be found, an Error message is displayed.



- If the code is found, the items details are displayed.

7. Enter the **Stock Count** and then press **[Enter]** or **[Next]** to capture the count.



NOTE: **Stock Count** accepts decimal values. Negative values are allowed and the new value is **appended** to the previous number.

8. Repeat the process for all items to be updated.
9. Once complete logout of Fred Mobility and return your device to the charger.

Quantities are updated when the batch is closed in the Store Operations Manager.

SECTION 5

TROUBLESHOOTING FRED MOBILITY

This section provides troubleshooting information for Fred Mobility users who are having issues with the handheld device.



DEVICE TROUBLESHOOTING

STEP 1: Reset Fred Mobility

If your Fred Mobility device is “*hanging*” or not responding, try the following:




A **Warm Boot** terminates an unresponsive application and clears the working RAM, preserving both the file system and the registry

To perform a warm boot:

1. On your Fred Mobility device, press the  +  keys simultaneously. All applications on Memor (including NUHQ) will close and the device resets.
2. Check if your Fred Mobility device is now working as expected. If your device is still not working, **Please proceed to Cold Boot**

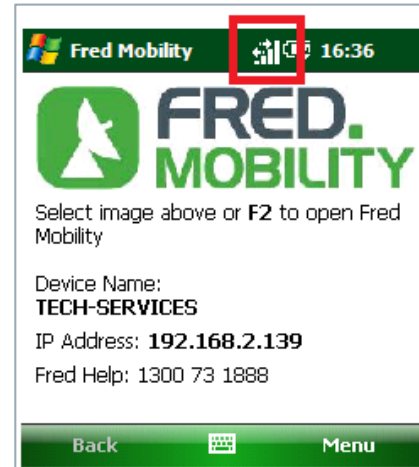
A **Cold Boot** forces all applications to close and clears working RAM and files not resident on the persistent flash memory.

To perform a cold boot:

1. On your Fred Mobility device, press the  +  +  keys simultaneously. All applications on Memor (including NUHQ) forcibly close and the device resets.
2. Check if your Fred Mobility device is now working as expected. If your device is still not working, please proceed to *Step 2*.

STEP 2: Check the wireless network connection

1. From the *Fred Mobility welcome screen*, confirm the wireless signal strength (it should appear as shown in the following image).



If there is a strong signal indicator, please contact Fred Help on **1300 731 888**

STEP 3: Restart the NU Mobile Service

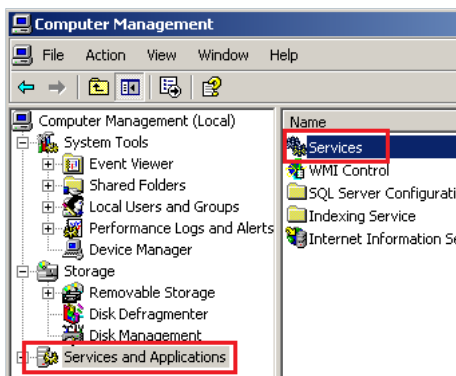
To Restart the NU Mobile Service:

1. Go to your server computer.

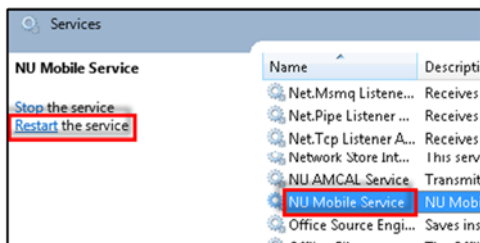


If you have an SBS (Small Business Server) you will need to call **Fred Help** on 1300 73 1888.

2. Right-click on **My Computer** and then select **Manage**.
3. Click **Services and Applications**, and then double-click **Services**.



4. Select **NU Mobile Service** and then select **Restart**.

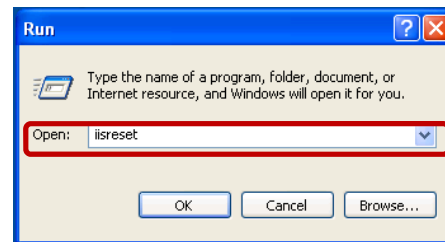


NOTE: Wait until the "Status" column displays "Started".

5. From the desktop, click **Start** and select **Run...**.

The *Run* dialog appears.

6. In the *Run* dialog, enter '*iisreset*' and then click [OK].

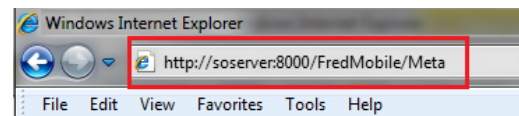


A black window appears to indicate services are being restarted.

7. Wait for this window to close.
8. If your device is still not working, please proceed to *Step 4* (below).

STEP 4: Check Fred Mobility Connection

1. Go to a store computer.
2. Open *Internet Explorer* and in the **Address** bar, enter and go to the following web address: ***http://<server name>:8000/FredMobile/Meta***



NOTE: Replace **<server name>** with your server name (e.g. fileserver or S0Server).

If the connection works, your browser will display an XML page which begins with the following ***<?xml version="1.0" encoding="utf-8" ?>*** (shown below).

```
<?xml version="1.0" encoding="utf-8" ?>
<wsdl:definitions name="MobileService" targetNamespace="http://tempuri.org/"
xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/" xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/"
xmlns:wsoap="http://schemas.xmlsoap.org/ws/2004/01/oasis-200401-wss-wssecurity-
xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:wsam="http://www.w3.org/2007/05/addressing/metadata" xmlns:tns="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:wsp="http://schemas.xmlsoap.org/ws/2004/09/policy" xmlns:i0="http://schemas.xmlsoap.org/ws/2004/08/addressing/policy"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:misc="http://schemas.microsoft.com/ws/2005/12/wsdl/contract"
xmlns:wsws="http://www.w3.org/2006/05/addressing/wsdl"
xmlns:soap12="http://schemas.xmlsoap.org/wsdl/soap12/"
xmlns:wsa10="http://www.w3.org/2005/08/addressing"
xmlns:wssx="http://schemas.xmlsoap.org/ws/2004/09/mex">
<wsdl:import namespace="http://localhost/FredMobile" location="http://localhost:8000/FredMobile" />
<wsdl:types />
<wsdl:binding name="BasicHttpBinding_IMobileService" type="i0:IMobileService">
<soap:binding transport="http://schemas.xmlsoap.org/soap/http" />
<wsdl:operation name="DeletePost">
```

- Check if your Fred Mobility device is now working as expected.



If your device is still not working, contact **Fred Help** on 1300 731 888.

ITEMS NOT SCANNING

Problems with scanning maybe caused by some of the following issues:

- The item does not have a barcode to scan.
- The item is listed in an invoice to be received but now has new Alias/Barcode.
- There is no existing item stockcard in NUHQ.
(i.e. item is new and was ordered over the phone).
- The item was not found.

Item does not have a barcode to scan

To print a label:

1. Login to NUHQ.
2. Search for the item via **Inventory > Items**.
3. Open the **Item Stockcard**.
4. Print a Label via the **Item Stockcard** toolbar.

Item is listed in an invoice to be received but now has new Alias/Barcode

To add an Alias/Barcode:

1. Login to NUHQ.
2. Search for the item via **Inventory > Items**.
3. Open the **Item Stockcard**.
4. Add the new *Alias (barcode)* to the item stockcard.
5. Click [Save and Close].

No existing item stockcard in NUHQ

To create a stockcard:

1. Login to NUHQ.
2. Create an **Item Stockcard** from:
 - **Inventory > Create Item Wizard**-or-
 - **Ordering**

Wrong item has been delivered in the order

N/A – based on your store procedure.

Item was not found

Some barcodes may not read correctly due to zeros at the start or end of the barcode.

To search for items:

In NUHQ, go to **Inventory** and then search items based on item description.

- If item is found, open the *item stockcard* and add the new *item barcode*.

- or -

- If the item is not found, create a new item via **Create Item Wizard**.



TIP! Make sure you are searching "**All**" items not only active items.

Letters typing instead of numbers

To fix this issue:

- Press either the **[Alpha]** key, *Yellow function key* or *Blue Modifier* to toggle “off” the setting and go back to numbers.



| Key | Description |
|------------------------------|---|
| A Alpha key | Alternate between numeric and alphanumeric characters. |
| B Yellow function key | Press before a standard key to enable the character printed yellow above the key. |
| C Blue modifier | Press before a standard key to enable the character printed blue above the key. |

SECTION 6

UPDATING FRED MOBILITY

UPDATING FRED MOBILITY

Before troubleshooting Fred Mobility, ensure that the current Fred Mobility software version matches the current software version of NUHQ.



Fred Mobility updates are released generally at the same time as NUHQ updates become available. When a Fred Mobility update is available, the device prompts you to update and install the latest software version.

To update the Fred Mobility software version:

- Click **[OK]** at the *Installation* prompt.



Fred Mobility will begin installing the new software.



Once complete, Fred Mobility displays a confirmation message.



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1300 731 888 (Local Call Cost)

Fred Help Centre: <http://help.fred.com.au>

Email: help@fred.com.au

8.30am - 9.00pm (EST) Mon – Fri

8.30am - 5.00pm (EST) Sat, Sun & Public Holidays

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The word 'FRED' in a large, bold, dark blue, sans-serif font.